SAMSUNG

Galaxy S9

Quick Start Guide

metroPCS

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Samsung Care

How can we help you?

Get to know your product

- To access user manuals, tips and more visit **samsung.com/us/support**.

Ask the community

- To ask questions and get solutions from other Samsung customers visit **us.community.samsung.com**.

Contact us for support

- For hardware or software support call us at 800.SAMSUNG or visit **samsung.com/us/support/contact**.
- To find a service location near you visit **support-us.samsung.com/cyber/locator/asc_locator.jsp**.

Know your device

Camera and
Fingerprint
scanner
SAMSUNG
Galaxy S9
USB/Charger port

Device setup

Insert a SIM and optional microSD card

If you need to replace your SIM card or insert a microSD™ card, follow these steps.

1. Hold the device securely.

2. Use the SIM removal tool that came with your device to open the SIM/microSD card tray.
   - With the carrier logo facing up, place the SIM card into the tray.
   - With the gold contacts facing down, place the optional microSD card into the tray. (microSD card sold separately.)

3. Gently push the tray into the slot.

Charge the device

Before turning on your phone, charge it fully.

Your phone comes with an Adaptive Fast Charging charger and a USB cable. Use fast charge technology to quickly charge your phone.

Note: Use only charging devices and batteries approved by Samsung. Samsung accessories are designed for your device to maximize battery life. Using other accessories may invalidate your warranty and may cause damage.

Configure the device

When you first turn on your device, you need to set up a few things.

1. Select a language and tap **START** or tap **ACCESSIBILITY**.

2. Follow the prompts to complete the setup process.

Note: Select Smart Switch™ during setup, or open it later to easily transfer your photos, videos, music, apps and more.

From the Home screen swipe up for Apps and then tap **Settings** > **Cloud and accounts** > **Smart Switch** and follow the prompts.

Lock and unlock the screen

Use your device's screen lock features to secure your device.

- To Lock, press the **Power/Lock** key.
- To Unlock, press the **Power/Lock** key then swipe your finger across the screen.

Lock features

The Screen lock menu allows you to choose from a variety of locking features.

1. From the Home screen, swipe up for **Apps** and tap **Settings** › **Lock screen and security** › **Screen lock type**.

2. Tap a screen lock type and follow the prompts to begin registration:
   - Swipe
   - Pattern
   - PIN
   - Password
   - None
   - Intelligent Scan
   - Face
   - Iris
   - Fingerprints

Note: The Iris Scanner is not intended for use as a medical device; biometric data collected and stored locally by the Iris Scanner is not intended for any diagnostic, therapeutic, or preventative medical purposes. Please follow all instructions for use of this feature. For more information, refer to the online support content or visit **samsung.com/us/irisscanner**.

Home screen

- Swipe up or down to display the Apps panel.
- Swipe the Home screen left for additional panels.
- Swipe the Edge handle to access Edge panels.
- Swipe right to open Bixby.

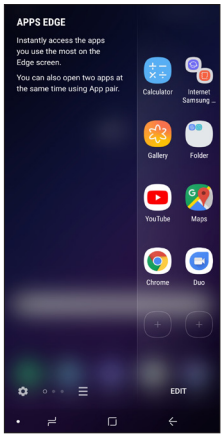
Edge screen

The Edge screen provides a shortcut to call, text or email favorite contacts and much more.

1. From the Home screen, swipe the Edge handle to display the Edge panels.

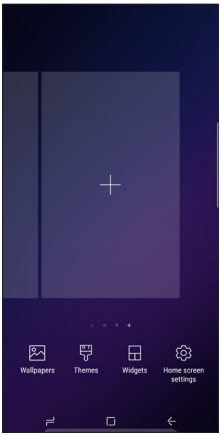
2. Swipe to view Edge screens.

3. Tap ⚙ to customize, download, and add new Edge panels.



Customize your device

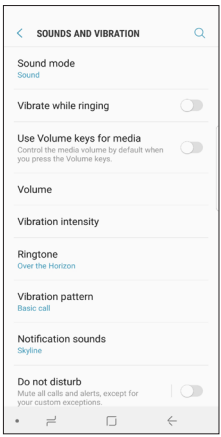
- Touch and hold a blank space on a home screens to access options.



- **Wallpapers**: Change the look of the Home and Lock screens. Display a favorite picture or choose from preloaded wallpapers. You can also customize the **Always on Display** screen.
- **Themes**: Change the look for system screens and icons.
- **Widgets**: Drag a widget to an empty space on the Home screen for quick access to applications.
- **Home screen settings**: Customize the look of the Home screen.

Volume and ringtones

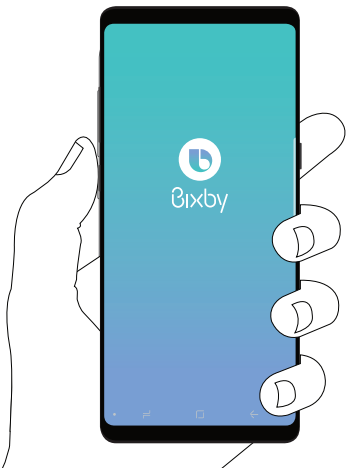
- From the Home screen, swipe up for **Apps** and then tap **Settings** › **Sounds and vibration**.
  - Tap **Volume** to increase or decrease device volume settings.
  - Tap **Ringtone** to select a ringtone.



Hello Bixby

To launch **Hello Bixby** , press the **Bixby** button.

Hello Bixby allows you to quickly set reminders, create voice dictation, search and access content on your phone and on the Internet.



Note: For more information about Bixby, visit **samsung.com/us/support/owners/app/Bixby**.

Useful apps

Play Store: Download new apps from the Google Play store.

Visit **play.google.com/store/apps** to learn more.

Galaxy Apps: View and download Samsung apps that are optimized for use with Galaxy devices.

Visit **samsung.com/us/support/owners/app/galaxy-apps** to learn more.

Smart Things: Monitor and control your Samsung devices and appliances from your phone.

Visit **samsung.com/us/support/smart-home/smartthings** to learn more.

Samsung Health: Provides core features to keep your body fit and healthy.

Visit **samsung.com/us/support/owners/app/samsung-health** to learn more.

Smart Switch: Easily transfer photos, videos, music, apps and more from your old phone to your new galaxy.

Visit **samsung.com/us/support/owners/app/smart-switch** to learn more.

Calls

1. To make a call, tap **Phone**.

2. Tap to make a phone call or tap to make a video call.

Note: Video calling may not be available, consult your service provider for details.

3. When receiving a call or ending a call touch and slide the following:
   - To answer a call, touch and slide .
   - To reject and route a call to your voicemail, touch and slide .
   - To end a call, touch and slide .

Wi-Fi calling

Wi-Fi® Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important: You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either preinstalled on your phone, or available for download from the Google Play™ Store. If you do not have an Android smartphone, you can call 611 to update the address.

Enable Wi-Fi calling

1. From the Home screen, swipe up for **Apps** and then tap **Settings** › **Connections** › **More connection settings** › **Wi-Fi Calling**.

2. Tap **Enable/Disable** to turn off the feature; tap it again to activate and register your device with the network. When connected displays in the status bar.

Disable Wi-Fi calling

1. From the Home screen, swipe up for **Apps** and then tap **Settings** › **Connections** › **More connection settings** › **Wi-Fi Calling**.

2. Tap **Enable/Disable** to turn off the feature.

Change connection preferences

1. From the Home screen, swipe up for **Apps** and then tap **Settings** › **Connections** › **More connection settings** › **Wi-Fi Calling.**

2. Select your **Wi-Fi Calling** preference.

Voicemail

Setup voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.
3. Follow the prompts to set up your mail box.

Access voicemail

1. From the Home screen, tap **Phone**.
2. Touch and hold 1.

Contacts

Create a contact

1. From the Home screen, swipe up for **Apps** and tap **Contacts**.
2. Tap to add a new contacts.
3. Enter the desired information and tap **SAVE** to store the new entry.

Edit a contact

1. From the Home screen, swipe up for **Apps** and tap **Contacts**.
2. Tap a contact name from the list and tap **Details** > **EDIT**.
3. Edit the desired information and tap **SAVE**.

Delete a contact

1. From the Home screen, swipe up for **Apps** and tap **Contacts**.
2. Touch and hold a contact name from the list and tap **DELETE**.

Messages

Create and send a message

1. From the Home screen, tap **Messages** > **New message**.
2. Enter a phone number or contact name in the **Recipient** field.

   Note: If entering a phone number, press + to add the phone number as a recipient.
3. Tap **START** to compose a message.
4. Tap **Enter message** and enter your text.
   - Tap + to add an attachment.
   - Touch and hold to create an audio message.
   - Tap to add a sticker or a GIF.
5. Tap to send the message.

Gmail

Use Gmail™ to send and receive email.

Before you can access Gmail, you must first sign in or create a new Google account.

- From the Home screen, swipe up for **Apps** and then tap **Google** folder › **Gmail**.
  - Tap **Add an email address** to create a new account or to log into an existing Gmail account.
  - Tap **TAKE ME TO GMAIL** if you have an account set up on your device.

Setup Email accounts

Configure Email for most accounts in just a few steps.

1. From the Home screen, swipe up for **Apps** and then tap **Email**.
2. Enter your email address and password into the appropriate fields and tap **SIGN IN**.
3. Follow the prompts to complete setup.

Camera

Take pictures and record videos with the Camera app.

Capture a photo

- From the Home screen, tap **Camera**.
  - Tap to take a photo.
  - Drag left or right to zoom in or out.
  - Tap or swipe up to take selfies.
  - Swipe right or left to select a shooting mode.

Note: When using the camera in landscape mode, drag up or down to zoom in or out.

Record a video

- From the Home screen, tap **Camera**.
  - Tap to begin recording.
  - Tap to capture a picture while recording.
  - Tap to pause a recording.
  - Tap to finish recording a video.

Internet

Access the Internet with a fully-featured web browser. You can view the latest news, check the weather, and follow your stocks.

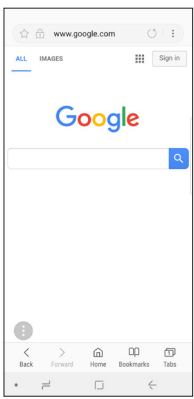
- From the Home screen, swipe up for **Apps** and then tap the **Samsung** folder › **Internet**.

Enter a URL

- From any webpage, tap the address field, enter the web address, and then tap **Go** on the keyboard.

Add a new tab

1. From your browser window, tap **Tabs** › **NEW TAB**. A new browser window displays.
2. Tap **Tabs** to see the open windows, and tap a window to view it.



Connections

Connect to Bluetooth

1. From the Home screen, swipe up for **Apps** and then tap **Settings** › **Connections** › **Bluetooth**.
2. Tap **ON/OFF** to turn on Bluetooth®.
3. Tap a device from the list to initiate pairing.
4. Enter the passkey/PIN code, if required, and tap **OK**. When connected displays in the status bar.

Connect to Wi-Fi

1. From the Home screen, swipe up for **Apps** and then tap **Settings** › **Connections** › **Wi-Fi.**
2. Tap **ON/OFF** to turn on Wi-Fi.
3. Tap a network and enter the password if prompted. When connected displays in the status bar.

Smartphone mobile hotspot

Turn your device into a Wi-Fi hotspot. The feature works best when used in conjunction with 4G/LTE™ data services.

Note: You must have qualifying service on your account in order to use the Mobile Hotspot.

Activate the smartphone mobile hotspot service

1. From the Home screen, swipe up for **Apps** and then tap **Settings** > **Connections** > **Mobile Hotspot and Tethering**.
2. Tap **On/Off** to turn on Mobile Hotspot.
3. Tap **More options** > **Configure Mobile Hotspot**.
4. Edit the **Network name** field and then create a new Network SSID name.
5. Enable the **Broadcast network name (SSID)** field if you would like to broadcast your SSID name to nearby devices.
6. Verify the **Security** field is set to **WPA2 PSK**.
7. Enter a new password.

8. Tap **SAVE** to store the new settings.

Note: During the initial setup process, the connection is not secure. It is recommended that you maintain a secure connection by using a password for communication.

9. Confirm the Mobile Hotspot active icon displays in the status bar.

Note: Using your 4G/LTE service and smartphone Mobile Hotspot drains your phone's battery. For best experience, connect the phone to a power supply to use Mobile Hotspot.

Change the mobile hotspot password

1. From the Mobile Hotspot screen, tap on the password field.
2. Delete the previous password and enter a new one into the **Password** field.
3. Tap **SAVE** to store the new settings.

USB tethering

Share your device's mobile data connection using a direct USB connection between your device and a single computer.

Note: If additional software or USB drivers are required, go to: **samsung.com/us/support/downloads**.

Connect using USB tethering

1. From the Home screen, swipe up for **Apps** and then tap **Settings** > **Connections** > **Mobile hotspot and Tethering**.
2. Connect the computer to the device using the USB cable, and then tap **USB tethering**.
3. If prompted, read the notification regarding data use and tap **OK**.

Disconnect USB Tethering

1. From the Home screen, swipe up for **Apps** and then tap **Settings** > **Connections** > **Mobile hotspot and Tethering**.
2. Tap **On/Off** to turn off USB tethering.
3. Remove the USB cable from the device.

MetroPCS Quick Start Information

Service

You will need the following information when activating service:

- Your name, address, and an eight-digit number that you will use to access your account (your personal identification number "PIN").
- Your serial number (IMEI) and SIM card number. If your phone has a removable battery, to locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be either 14 or 18 digits. If your phone does not have a removable battery, check the box label or phone settings to locate the serial number. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of MetroPCS plan and services, including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step-by-step instructions in this phone's User Guide.
- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting **metropcs.com**. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your MetroPCS representative for more information on additional features and services, or visit metropcs.com.

Account Detail:

- **Text Message Reminder**. MetroPCS provides a text message reminder on your phone before payment is due.
- **E-statement**. View your statement summary online. (Only available in select states.)
- **Call Detail**. View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options:

There are several ways to pay for your MetroPCS service.

- **Auto Pay**. Your credit or debit card is automatically debited five days before payment is due.
- **Express Pay**. Pay by credit or debit card online at metropcs.com.
- **By Mail**. Include your account number and phone number on your check or money order and mail to: MetroPCS, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System**. Pay by credit or debit card from your MetroPCS phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine**.* Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)

- **Over the Counter**.* Pay at an Authorized Payment Location with cash, check, credit or debit card. (Fees vary based on location.)
- **eWallet**. Sign up for MyAccount through **metropcs.com** and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.
- **Text to Pay**. The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with the MetroPCS eWallet service and simply respond to a text from PAYNOW (729699) to pay.

* Not available at all locations.

MyMetro®

- Manage your MetroPCS account right on your phone. By dialing any of the customer service numbers, you can change your rate plan, change your features, and pay for service. Just follow the instructions on your phone.

For Assistance:

Please visit your local MetroPCS store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- MetroPCS automated customer service from any phone.....1.888.8metro8 and follow the prompts (1.888.863.8768)
- Online information.....**metropcs.com**

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facebook.com/MetroPCS

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Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device, it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

MetroPCS Terms and Conditions of Service ("Agreement")

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit **metropcs.com/terms**.

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at **https://www.metropcs.com/terms-conditions/terms-conditions-service.html.** These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the MetroPCS Terms and Conditions of Service, the MetroPCS Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within MetroPCS' applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with MetroPCS;
- Your disputes with MetroPCS will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against MetroPCS;
- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to **www.metropcs.com/blocking** for more information.